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Massachusetts. State Board of Labor...

Report...relative to the investigation of prevailing...

[Boston]

[1917]

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HOUSE . . . . No. 1538

The Commonwealth of Massachusetts.

REPORT OF THE STATE BOARD OF LABOR AND INDUSTRIES RELATIVE TO THE INVESTIGATION OF PREVAILING CONDITIONS IN HOTELS AND RESTAURANTS.

To the Honorable Senate and House of Representatives.

Complying with the requirements of chapter 74 of the Resolves for the year 1916, the State Board of Labor and Industries herewith respectfully presents its report on the investigation, conducted under its direction, of the labor conditions prevailing in the hotel and restaurant business of the Commonwealth, together with recommendations for legislation designed to improve such conditions, and with particular reference to the application of the so-called "one day's rest in seven" law to these establishments.

If this investigation succeeds in throwing light upon the problems of hotel life it is largely due to the fact that from the beginning we have had the most cordial co-operation from the officials of the Hotel Men's Association and those representing the hotel employees. Through the efforts of the association a large number of hotel managers voluntarily furnished complete reports showing in detail the condition of their individual establishments; the unions, representing the employees, were very helpful by suggestion and otherwise in furthering the objects of the inquiry, and at the beginning we desire to express our appreciation of the great help obtained from these agencies.

Establishments visited.

In the course of the investigation public hearings were held in different localities and 218 establishments were visited, which were classified as follows: —

Employing less than 15 persons,	73
Employing 15 to 25 persons,	56
Employing 25 to 50 persons,	27
Employing 50 to 100 persons,	40
Employing over 100 persons,	22

The Hotel Men's Association suggested the names of certain of their members, the unions doing the same, and from these lists the investigators were selected. Each place was visited by both investigators at the same time, and the report on conditions was signed jointly by the visitors. Other investigators were appointed who secured positions as chambermaids, waitresses, etc., whose reports, made from the viewpoint of the employee, served as a check on other reports received from other sources.

Location.

The cities and towns visited by our investigators were as follows: —

Adams.
Boston.
Bridgewater.
Brookline.
Cambridge.
Charlestown.
Clinton.
Cheshire.
Chester.
Fall River.
Fitchburg.
Falmouth.
Gloucester.
Great Barrington.
Greenfield.
Green Harbor.
Harwichport.
Haverhill.
Holyoke.
Hull.
Hyannis.
Lawrence.
Leominster.
Lenox.
Lowell.
Magnolia.
Manchester-by-the-Sea.
Nantasket Beach.
New Bedford.
North Adams.
Northampton.
North Falmouth.
Osterville.
Palmer.
Pittsfield.
Plymouth.
Provincetown.
Revere Beach.
Rockport.
Salem.
Scituate.
Springfield.
Stockbridge.
Taunton.
Westfield.
West Yarmouth.
Williamstown.
Winthrop.
Worcester.

There are few classes of business which are more clearly classified than the hotel business. We have the American plan, the European plan and the so-called family hotel. There is also a class of hotels which might be more properly called "saloons" with hotel licenses attached. These establishments make more difficult the task of running a legitimate house.

Construction.

Early in this investigation it was found that some at least of the alleged evils were beyond the power of the managers of the hotels to correct because of the fact of faults in the construction of the building. As an instance, we found that in 40 per cent. of the hotels visited the kitchen was in the basement or subbasement, which it is almost impossible to properly ventilate. As one hotel man said, "It seems as though hotels were designed so that the guests' apartments should contain everything for the comfort of the occupants, — the dining rooms must be attractive; the office must be in a pleasant part of the building; and when all these important parts of the hotel are accommodated, if there is a part of the building undesirable for any other use the kitchen is placed in that portion of the building." This condition is not only unfortunate from the standpoint of those obliged to work in such a place, but it is a fact that food prepared under these conditions is not as wholesome as if the same food was prepared under different conditions.

This evil could be corrected by a provision of law which would call for the approval of hotel plans by some central authority, which would have in view the evils which come from improper construction of such buildings.

Lodging.

Hotels have been described as "homes" for the accommodation of the public. They are also in many instances the only home of those obliged to labor in hotels. Hence the importance of considering living conditions in the hotel, not only for the guests but for the employees as well.

In order that we may appreciate the standards which were established in this work it may be well to define the different classes according to conditions as we found them.

Employees' lodging conditions defined as *good* are in the annex; two in a room; bath and toilet on the same floor; sufficient light and air. The rooms are clean and comfortably furnished with single cots, bureau, small table and chairs. The toilet room and bathroom are clean and disinfected regularly; sufficient bedding and towels. Rooms cared for by occupants.

Employees' lodging conditions defined as *fair* are on the seventh floor; small rooms, clean and well furnished, but with no heat in winter and with insufficient air and light due to a sloping roof and small skylight. Toilet on the same floor is clean. The bathroom is in an adjoining wing which necessitates going out of doors.

Employees' lodging conditions defined as *poor* are in the annex; three in a room, with a single and double bed; toilet and bath on the same floor in a very bad condition, in need of painting and disinfecting. The bathtub is unfit for use, so that the girls are obliged to carry water to their rooms for bathing. Many bed bugs. Insufficient bedding and towels.

Another lodging described as *poor* is a large room containing four double beds with eight occupants, having but one window. A number of hotels had lodgings for their employees in the basement.

Employees' lodging in 36 per cent. of the hotels in question are rated as good; 49 per cent. as fair; and 15 per cent. as poor.

From the reports of the hotel managers we find that the estimated value of the room occupied by employees ranges from $2 per week to $10 per month for each person. In one case where $2 per week per person was the estimate, the room was occupied by four persons in two double beds. From 80 cents per week to $2 per month, in addition to regular wages, is the amount generally allowed an employee who rooms outside the hotel.

Meals.

Where large numbers of persons are employed during the day, including ordinary meal times, there is an obligation on the part of the employer to make such arrangements as will insure a proper food supply, good in quality and adequate in quantity.

A hotel is a great industrial establishment employing in many instances hundreds of persons, and no hotel management can be considered complete which does not provide an efficient commissary department for its own employees, thus not only making more satisfactory the life of the worker, but also tending to more efficient service on the part of those employed. We find that this has not received the attention that it should.

Many complaints were received about the food furnished to employees, — complaints covering the quality, quantity, preparation and service. The investigation led to a classification of the meals furnished, and we have designated such meals as poor, fair and good.

A meal described as *poor* consists of soup made of all sorts of left-over food, salt meat often spoiled, potatoes, bread and tea. A dish of each kind of food is placed at one end of each long table seating about 20 persons. Each one must go to the end of the table and help himself. There is never enough for a second helping, and any one coming late is apt to go without food. No butter or dessert is ever served. The dining room is on the third floor and is dark and dirty. The legs of the table are placed in dishes of water to keep ants from getting on the table and food. This method, however, is not entirely successful. Fifteen or twenty minutes is the usual amount of time spent for each meal.

A meal characterized as *fair* consists of boiled potatoes, fish, stewed tomatoes, milk or tea, bread and butter and bread pudding. The food is poorly prepared, the potatoes are boiled without washing, the fish is not thoroughly cooked, the tomatoes not heated through and the pudding pasty. This was served in the helps' dining room in the basement, which is clean and well

ventilated. There is one long table which seats about 25 persons, and they are served by one woman.

A meal reported as very *good* consists of well-cooked meat, vegetables and dessert; also good coffee or tea, bread and butter, such as served to the guests, with few or no restrictions. This food is served in main dining room for the dining-room help, they waiting upon themselves. The kitchen help and chambermaids eat at a table in a corner of the kitchen. The table and set-up is clean and not crowded. The food is served individually and well cooked.

Another report of *good* service is one where a large working force is employed. There are a number of small tables accommodating four or five persons with a system of self-service.

From the reports received the meals as classified are in equal proportion, — good, fair and poor. As a rule, the best meals are served in the smallest hotels. From the statement of the employers the cost of meals furnished the employees varies from $3 to $6.25 for kitchen help, chambermaids, waitresses, etc., and $10.50 to $17.50 for heads of departments. Our reports show that in case the employee prefers to take his meals outside the hotel, only $2.25 per week to $10 per month is allowed.

Working Conditions.

While it is not the purpose of this report to include in its scope those conditions which tend toward immorality, it is difficult to describe the conditions under which many employees are obliged to work without speaking of conditions which are the unavoidable result of the immoral character of those places.

While we are well aware that the law obliges the landlord to entertain his guests, there is no law which would oblige him to receive intoxicated or partly intoxicated people, thereby increasing not only the amount of labor to be performed, but also entirely changing the character of the work.

For instance, we find places where, the rooms being rented several times in one night, the work of the chambermaid is not only extremely difficult but disgusting, taxing her strength and ability to the maximum.

The conditions we are now describing are not found in the majority of hotels, but there are sufficient places where they obtain to make it necessary to state them in this report.

Wages.

In this investigation the question of wages, while a very important part of the hotel situation, has not received the attention it deserves, partly because of the lack of time, and also because we were advised that another State department[1] was preparing a very extensive report on that question.

In considering the matter of wages, however, it is well to bear in mind that unlike most other industries the employees are obliged to deduct from their wages a considerable portion, which is used in various ways in connection with the conduct of the hotel business. For instance, bell boys, porters and waiters pay for the use of their uniforms a sum varying from 50 cents to $4 per month. In some places the waitresses are obliged to contribute from their wages a certain percentage to pay for the service of "bus boys." All of these deductions make quite an item when taken from persons whose average wage is very low.

This question of wages is introduced at this time, for it has much to do with the hours of labor. If a party is being served in a hotel or restaurant and desires, for any reason, to stay over the ordinary time in which the waitress closes her work for the day, the girl is obliged to stay, — perhaps is willing to stay because of the expected tip which would come from such a party. Her wages, therefore, depend on the size of the tip, which is of no certain quantity, if, indeed, there is any certainty of her getting the tip at all.

The "tip" system and its attendant evils is responsible for a large percentage of the discontent which may be observed in hotel workers; not so much because of the system of tips, but of the anxieties and uncertainties of the situation created by voluntary offerings from patrons in the places in which they serve.

[1] Minimum Wage Commission.

Hours of Labor.

Relative to the part of the inquiry which concerns the number of establishments observing the "one day's rest in seven" law, it becomes important to consider the hours of labor of employees in hotels as conducted at the present time.

Our investigation would seem to show that in the smaller hotels the employees work longer hours than in the larger places. That is accounted for by the fact that it is easier to have a proper organization where a large force is employed.

The following table will show the result of our investigation on this point: —

Under Fifteen Employees.

Kitchen Men.

5 work 60 hours or under per week.
4 work 60 to 70 hours per week.
4 work 75 to 85 hours per week.
1 works over 100 hours per week.
Maximum, 14½ hours per day.

Kitchen Women.

8 work 54 hours or under per week.
13 work 55 to 65 hours per week.
5 work 70 to 80 hours per week.
4 work over 80 hours per week.
Maximum, 16 hours per day.

Waitresses.

13 work 54 hours or under per week.
5 work 55 to 65 hours per week.
2 work over 70 hours per week.
Maximum, 12 hours per day.

Waiters.

5 work 50 to 60 hours per week.
2 work 60 to 70 hours per week.
3 work 70 hours or over per week.
Maximum, 13 hours per day.

Bartenders.

24 work 50 to 60 hours per week.
7 work 60 to 63 hours per week.
1 works over 63 hours per week.
Maximum, 10 hours per day.

Scrubwomen.

2 work 7 hours a day.

Bellboys.

6 work under 60 hours per week.
2 work over 60 hours per week.
Maximum, 12 hours per day.

Chambermaids.

25 work 54 hours or under per week.
3 work over 54 hours per week.
Maximum, 12 hours per day.

Clerks.

4 work under 60 hours per week.
10 work 60 to 70 hours per week.
5 work 80 to 90 hours per week.
Maximum 13 hours a day.

Porters.

5 work under 60 hours per week.
8 work 60 to 70 hours per week.
2 work over 70 hours per week.
Maximum, 11 hours per day.

Laundry Help.

2 work 54 to 60 hours per week.
3 work over 60 hours per week.
Maximum, 12 hours per day.

Fifteen to Twenty-five Employees.

Kitchen Women.

3 work under 54 hours per week.
10 work 55 to 70 hours per week.
8 work 70 to 80 hours per week.
2 work over 80 hours per week.
Maximum, 13 hours per day.

Waitresses.

12 work under 54 hours per week.
2 work 54 to 60 hours per week.
2 work 60 to 70 hours per week.
1 works over 70 hours per week.
Maximum, 13 hours per day.

Bartenders.

5 work under 60 hours per week.
7 work 60 to 70 hours per week.
Maximum, 17 hours per day.

Laundress.

2 work under 54 hours per week.
1 works 60 to 70 hours per week.
3 work over 70 hours per week.
Maximum, 12 hours per day.

Kitchenmen.

3 work 50 to 60 hours per week.
4 work 70 to 80 hours per week.
4 work 80 to 90 hours per week.
Maximum, 12 hours per day.

Waiters.

6 work 60 to 70 hours per week.
1 works over 70 hours per week.
Maximum, 16 hours per day.

Chambermaids.

16 work under 54 hours per week.
5 work 54 to 60 hours per week.
Maximum, 9½ hours per day.

Clerks.

3 work under 60 hours per week.
6 work 60 to 70 hours per week.
6 work 70 to 80 hours per week.
4 work over 80 hours per week.
Maximum, 13 hours per day.

Bellboys.

3 work 56 hours or under per week.
7 work 60 to 70 hours per week.
3 work over 70 hours per week.
Maximum, 14 hours per day.

Porters.

3 work under 60 hours per week.
5 work 60 to 70 hours per week.
4 work 70 to 80 hours per week.
7 work over 80 hours per week.
Maximum 12½ hours per day.

Twenty-five to Fifty Employees.

Kitchenmen.

6 work 55 to 65 hours per week.
10 work 70 to 80 hours per week.
6 work over 80 hours per week.
Maximum, 13½ hours per day.

Kitchen Women.

5 work 54 hours or under per week.
5 work 55 to 70 hours per week.
7 work over 70 hours per week.
Maximum 10½ hours per day.

Bartenders.

1 works under 50 hours per week.
6 work 50 to 60 hours per week.
2 work over 60 hours per week.
Maximum, 10 hours per day.

Porters.

4 work 50 to 60 hours per week.
6 work 60 to 70 hours per week.
5 work 70 to 80 hours per week.
Maximum, 11 hours per day.

Cashiers, Clerks.

1 works under 54 hours per week.
12 work 55 to 65 hours per week.
2 work over 70 hours per week.
Maximum, 12 hours per day.

Bellboys.

7 work 60 hours or under per week.
6 work 60 to 70 hours per week.
3 work over 70 hours per week.
Maximum, 12 hours per day.

Waitresses.

11 work 54 hours or under per week.
4 work 54 to 65 hours per week.
2 work over 70 hours per week.
Maximum, 12 hours per day.

Waiters.

4 work 50 hours or under per week.
5 work 60 to 70 hours per week.
3 work over 70 hours per week.
Maximum, 12⅔ hours per day.

Chambermaids.

12 work 54 hours or under per week.
3 work over 54 hours per week.
Maximum, 12 hours per day.

Checkers, Operators, Stenographers.

4 work 54 hours or under per week.
2 work over 54 hours per week.
Maximum, 8 hours per day.

Cleaners.

5 work 54 hours or under per week.
2 work over 54 hours per week.
Maximum, 10 hours per day.

Engineers.

2 work 60 to 70 hours per week.
6 work over 70 hours per week.
Maximum, 12 hours per day.

Fifty to One Hundred Employees.

Kitchenmen.

3 work under 60 hours per week.
4 work 60 to 70 hours per week.
4 work over 70 hours per week.
Maximum, 12 hours per day.

Kitchen Women.

6 work under 54 hours per week.
9 work 55 to 65 hours per week.
2 work over 65 hours per week.
Maximum, 13½ hours per day.

Bus Boys.

5 work under 54 hours per week.
2 work over 75 hours per week.
Maximum, 11 hours per day.

Chambermaids.

17 work 54 hours or under per week.
3 work over 60 hours per week.
Maximum, 12½ hours per day.

Housemen.

3 work 55 to 65 hours per week.
2 work 70 to 75 hours per week.
Maximum, 11 hours per day.

Laundry Help.

5 work under 54 hours per week.
2 work over 54 hours per week.
Maximum, 8 hours per day.

Clerks.

4 work under 54 hours per week.
6 work 60 to 70 hours per week.
3 work 70 to 80 hours per week.
3 work over 80 hours per week.
Maximum, 12 hours per day.

Porters.

4 work 55 to 65 hours per week.
2 work over 70 hours per week.
Maximum, 12 hours per day.

Waitresses.

12 work 54 hours or under per week.
2 work over 54 hours per week.
Maximum, 9 hours per day.

Waiters.

2 work 54 hours or under per week.
4 work 60 to 70 hours per week.
3 work 70 to 80 hours per week.
3 work over 80 hours per week.
Maximum, 15 hours per day.

Bartenders.

2 work 50 to 60 hours per week.
2 work 60 to 65 hours per week.
1 works over 65 hours per week.
Maximum, 9½ hours per day.

Linen Girls.

1 works 65 hours per week.
1 works over 100 hours per week.
Maximum, 19 hours per day.

Scrub Women.

1 works under 54 hours per week.
1 works over 54 hours per week.
Maximum, 9 hours per day.

Bell Boys.

1 works under 50 hours per week.
5 work 50 to 60 hours per week.
10 work over 60 hours per week.
Maximum, 12 hours per day.

Female Office Help.

3 work under 54 hours per week.
2 work over 55 hours per week.
Maximum, 8½ hours per day.

Telephone Operators.

3 work 45 to 54 hours per week.
1 works over 54 hours per week.
Maximum, 8½ hours per day.

Watchmen.

3 work 70 to 80 hours per week.
1 works 60 to 70 hours per week.
Maximum, 11 hours per day.

Firemen, Engineers.

2 work 60 to 70 hours per week.
1 works over 70 hours per week.
Maximum, 12 hours per day.

Over One Hundred Employees.

Kitchenmen.

8 work 50 to 60 hours per week.
7 work 60 to 70 hours per week.
9 work over 70 hours per week.
Maximum, 12½ hours per day.

Waiters.

5 work 60 hours or under per week.
6 work 60 to 70 hours per week.
5 work over 70 hours per week.
Maximum, 11 hours per day.

Bus Boys.

2 work 55 to 65 hours per week.
3 work 65 to 70 hours per week.
Maximum, 10 hours per day.

Chambermaids.

17 work 54 hours or under per week.
6 work 55 to 70 hours per week.
3 work over 70 hours per week.
Maximum, 12 hours per day.

Housemen.

4 work 50 to 60 hours per week.
4 work over 60 hours per week.
Maximum, 10½ hours per day.

Clerks.

2 work 54 hours or under per week.
11 work 55 to 65 hours per week.
2 work over 70 hours per week.
Maximum, 12 hours per day.

Bell Boys.

1 works under 54 hours per week.
13 work over 60 hours per week.
Maximum, 12 hours per day.

Watchmen.

2 work under 60 hours per week.
5 work 60 to 70 hours per week.
Maximum, 10 hours per day.

Kitchenwomen.

8 work under 54 hours per week.
5 work over 60 hours per week.
Maximum, 10 hours per day.

Waitresses.

3 work under 54 hours per week.
1 works over 60 hours per week.
Maximum, 10½ hours per day.

Bartenders.

2 work under 50 hours per week.
6 work 50 to 60 hours per week.
7 work 60 to 70 hours per week.
Maximum, 11 hours per day.

Scrubwomen.

5 work 54 hours per week.
1 works over 54 hours per week.
Maximum, 8 hours per day.

Laundry Help.

8 work 54 hours per week.
2 work over 60 hours per week.
Maximum, 9½ hours per day.

Porters.

1 works under 60 hours per week.
9 work 60 to 70 hours per week.
1 works over 80 hours per week.
Maximum, 12 hours per day.

Female Office Help.

8 work under 54 hours per week.
6 work 55 to 65 hours per week.
Maximum, 11 hours per day.

Firemen, Engineers.

4 work under 60 hours per week.
3 work 70 to 80 hours per week.
Maximum, 12 hours per day.

An analysis of these figures would seem to indicate that some change must be made in the hours of labor of those employed in hotels. It would also seem to justify the demand on the part of the hotel workers for "one day's rest in seven," for in nearly all industries where this principle has been adopted, so far as we are advised, it has proven an efficient method of doing business.

One Day's Rest in Seven.

In 1913 the Legislature, recognizing the principle that no human being should be obliged to work all the time, provided a law that "every employer of labor, whether a person, partnership or corporation, engaged in carrying on any manufacturing or mercantile establishment, shall allow every person, except those specified, employed in such manufacturing and mercantile establishment, at least twenty-four consecutive hours of rest in every seven consecutive days." Among the exemptions under this law were hotels and restaurants.

Several suggestions have been made to amend this law so that hotels and restaurants should be included, and it has been urged that on account of the nature of the hotel business such a change would place a burden upon hotel managers which would be unbearable.

This contention is hardly borne out by our investigation, for we find that without the necessity of a law certain hotels have voluntarily adopted the principle contained in the law, and the employees of such establishments are favored with the "one day's rest in seven."

The following table, classified in accordance with the occupation of each, and the number of employees in each establishment, shows the number reported as giving "one day's rest in seven:" —

Under Fifteen Employees.

Class of Employees.	Number of Hotels.	Class of Employees.	Number of Hotels.
Bartenders,	3	Waitresses,	1
Waiters,	2	Night Clerks,	1

Fifteen to Twenty-five Employees.

Bookkeepers,	1	Porters,	1
Bartenders,	4	Waiters,	2
Clerks,	1	Waitresses,	2
Kitchen help,	1		

Twenty-five to Fifty Employees.

All kitchen help,	1	Bartenders,	4
Counter and pantry girls,	2	Porters,	2
Waiters,	4	Bell boys,	1
Waitresses,	4	Stenographers,	1

Fifty to One Hundred Employees.

All employees,	1	Kitchen help,	2
Bookkeepers,	2	Waitresses,	1
Bartenders,	2	Waiters,	3
Bus boys,	2	Laundry help,	2
Clerks,	2	Porters,	3
Linen room girls,	1		

Over One Hundred Employees.

Bartenders,	2	Housemen,	1
Cashiers,	1	Private office help,	1
Chambermaids,	3	Waiters,	5
Cooks,	3	Waitresses,	5
Kitchen help,	3	Porters,	3
Telephone operators,	1	Laundry help,	2
Head engineer,	1	Watchmen,	1

A number of hotel managers have testified to the effectiveness of this system of treating their help. One manager has said "that while there seems to be a slight increase in the cost of additional help, which was made necessary by this change in his house, the expense was more than compensated by the increased efficiency of the help and the advantage of having one or two additional men in cases of emergency." The hotel to which we refer has an average of 90 employees, every one of whom receives twenty-four consecutive hours of rest in every seven consecutive days.

Summer Hotels.

Massachusetts has within a few years attracted to its mountain and seashore a large number of people from all over the world. At first many of these people were accommodated in the homes of the permanent residents of seaside and mountain. After a time these homes gave way to some extent to large and very commodious and modernized hotels, these establishments being designated as summer hotels, many of them remaining open for six months, while others have more recently combined not only the pleasure of a summer resort but that of winter as well.

Our attention has been called to these places as deserving of special consideration, and some have gone so far as to propose that they be exempt from rules and regulations governing other classes of hotels.

Forty-one of these establishments have been investigated, and as a result we have reached the conclusion that while some of the problems presented by the summer hotels are different than the ordinary city hotels, it may be said that the difference in the problem increases the burden of those employed in summer hotels.

While the difficulties of the employment situation in country places far removed from large centers are perplexing, many of those who finally enter the employment of these establishments are obliged to work under more unsuitable conditions than are those employed in the regular hotel business. Nearly the entire season of these places is a "rush" season, and work is often crowded on these employees in a way which was never contemplated by those who provided suitable working hours for women and minors. Many of the employees are students of schools or colleges, who are obliged by force of circumstances to work at a time when other students rest.

These employees cannot be granted privileges which are denied other workers for the reason that with the class herein described are many who work continuously, returning to the city hotel at the close of the summer season, and to discriminate because of the large number of students or other temporary help would be to deprive the former class mentioned of rights which we have asserted belong to every human being.

Not the least of the evils of this situation is the "contract" system under which they work, which obliges them in some instances to forfeit nearly all they earn during the summer, if at the end of the season the employer is prepared to say that their work is not satisfactory, and in some instances, where they are obliged to leave before the close of the season, they are taxed the expense of filling their places by the hotel management.

It is claimed that the pressure of business in the middle of the season is more than made up by the very quiet time which is experienced at the opening and closing of a season, but the fact remains that human beings are tired by the day and not by the week, the month or the season; hence those people need the protection which by law is given to other workers.

So far as the food and lodgings and other sanitary conditions are concerned, there is but slight difference between the summer hotels and other hotels, the difference, if any, being in favor of the city as against summer hotels.

Restaurants.

While restaurants were included in the scope of this inquiry, and while we have visited a large number, we do not find the necessity for reporting upon this feature of our work in detail as we have endeavored to do in the hotel situation.

We have investigated a large number of restaurants, and these establishments are found to be easily classified: counter lunch, department store lunch, tea room, business men's lunch, dairy lunch, and the ordinary first-class restaurant.

In all these establishments the food furnished to employees has been found better than that furnished to hotel employees.

A "fine" system has, however, been introduced into restaurants which is a great burden on the employees. The imposition of a fine, without in some instances very much consideration, is always an evil, and when employees are employed in a business during "rush" hours, and are obliged to *rush*, it seems unfair to impose a fine for unavoidable mistakes and accidents.

In addition to this system employees are obliged to wear uniforms, the cost of which is taken from their wages, and in some instances sold to them by their employers at exorbitant prices.

Many conditions, similar to those found in hotels, were noted in connection with the work of restaurants. No valid argument has been advanced to show a reason for exempting restaurants from the "one day's rest in seven" law.

Conclusion.

In the investigation which has been made the State Board of Labor and Industries has had in mind a full appreciation of the fact that millions of capital is invested in the hotel business in this Commonwealth. Most of the employees in this business are in closer personal touch with the elements which make for success or failure than in most any business that can be mentioned. We have, therefore, attempted to avoid exaggeration in describing the things we have found and reported, and recommend only those things which we trust will be taken as one more step in bettering the conditions of those who labor.

The conclusion is irresistible that "one day's rest in seven" can be granted in this business because it is already in force in certain establishments, and we recommend a change in the law which shall take from the present statute the exemption accorded to hotels and restaurants, and recommend the passage of an act similar to House Bill No. 138 of the year 1916, under petition of the Massachusetts State Branch of the American Federation of Labor.

The change in construction of buildings occupied for hotel purposes requires more study than the Board has been able to give in the time allotted by the last Legislature.

The necessity for this change will, we think, appeal to both hotel manager and employee, and we trust some means may be taken to bring this important question before the Legislature after such investigation is made.

The report relative to food and lodging will, we feel certain, lead to the conclusion that education, not legislation, will cure the evils to which we have pointed in this report.

Respectfully submitted,

STATE BOARD OF LABOR AND INDUSTRIES,

By EDWIN MULREADY,
Commissioner of Labor.

Jan. 20, 1917.

20989

END OF
TITLE